



PHASE 3 OPERATING REQUIREMENTS

Personal Care Services

Sectors: Spas, Hair Salons, Barbers, Tattoo

Description: Businesses that require close proximity and physical contact.

BEST PRACTICES

Alternate Registration and Transaction

- Implement and encourage cashless and receipt-less transactions.
- Utilize different entry and exit points using one-way traffic, where possible.
- Reservations strongly encouraged. Walk-ins are permitted.
 - A visitor log is strongly encouraged. Visitor logs should be available for 30 days.

Support and Promote Personal Mitigation Strategies

- High-risk population encouraged to stay home. Consider having reserved hours of operations limited to high-risk populations.
- Ensure that ventilation system is operating properly and if possible, increase circulation of outdoor air.
- Business should have a designated employee on-site responsible for monitoring and following all sanitation protocols.

SAFETY MEASURES*

* Individual businesses may choose to be more restrictive.

GENERAL

- Employees and customers must adhere to six-foot physical distancing protocols.
- Hand sanitizer or hand washing publicly available for customers.
- Frequent hand washing by employees, and adequate supply of soap, disinfectant, hand sanitizer, and paper towels available onsite.
 - Staff to follow Centers for Disease Control (CDC) [guidance](#) for COVID-19 hand hygiene.
 - Waiting areas should remain closed.
 - Personal Service providers should not provide books, magazines, or any reading material for customers. No food or beverage service should be provided.
- Develop COVID-19 Mitigation Plan that contains, at a minimum, the Operating Requirements in this document and other protocols to minimize direct contact between employees and customers, increase physical distancing, and protect staff and the public.

ATTACHMENT B

- The COVID-19 Mitigation Plan must be kept on the business premises that includes written safety, sanitization, and physical distancing protocols (specific to COVID-19).
- #1 Licensed schools and #2 Licensed schools may reopen if they can meet the requirements of the other Attachments in Emergency Order 10, depending on their operational configuration. If a school owner is unsure after reviewing existing mandate guidance for general businesses and personal care services, [contact the Alaska Board of Barbers and Hairdressers](#).
- Nothing in these Operating Requirements shall be construed to waive any existing state or local statutory, regulatory, or licensing requirements applicable to providers or businesses operating under these Requirements.
 - Any sanitation protocols required in state licensing statutes or regulations that are more stringent than those listed in this mandate must be followed.

CAPACITY

- Businesses may operate at a capacity that maintains physical distancing of 6-feet for customers and staff.
 - All customer chairs, tables, or work-spaces must keep people 6-feet apart or greater.
- Limit of one customer per staff person performing personal care services, except where services can be performed at different workstations during discrete blocks of time and all required sanitation and separation can be maintained (e.g. a stylist has Client A for a color, Client A sits by themselves for 30 to 45 minutes, the stylist can move to another workstation and perform personal care services on Client B.)

OPERATIONS: CUSTOMERS

- Screen customers telephonically when making reservations or making in-person appointment, and re-schedule appointments as needed. Determine if the customer:
 - has traveled out-of-state in the last 14 days;
 - has sick family members at home;
 - has knowingly had close contact with anyone who has been confirmed positive for COVID-19; or
 - if they have symptoms of possible COVID-19, for example, fever, cough, shortness of breath, difficulty breathing, chills, decreased appetite, diminished sense of taste or smell, diarrhea, fatigue, headache, muscle/joint aches, nausea, rash, rigors, runny nose, sore throat, or sputum production.
 - A provider may refuse service to an individual who meets any of these criteria at that time and reschedule in the future.
- Only the customer receiving the service should enter the shop, except for a parent, guardian, or person possessing a valid power of attorney accompanying a minor or an individual with disabilities or if necessary to make a reasonable accommodation for a person with disabilities. Drivers, friends, and relatives cannot enter the business.
 - To reduce potential viral transmission, Personal Service providers should advise customers to limit the number of items they bring into the shop. Service providers may require items to be left in a designated location near the entry.

ATTACHMENT B

- Customers must wear cloth face coverings and wash or sanitize hands upon arrival.
 - Face coverings worn by customers may be removed for no more than 5 minutes at a time when necessary to perform services, but must be worn at all other times, including when entering and exiting of the shop.

OPERATIONS: FACILITIES

- Businesses must post entryway signage stating that any customer who has [symptoms of COVID-19](#) must not enter the premises and notifying the public of the COVID-19 Mitigation Plan for the business.
 - Signage must also be posted at eye-level at each workstation.
- Fully sanitize hard surfaces and common touchpoints (screens, doorknobs, light switches, restrooms, phones, shampoo bowls, etc.) shall occur at least every four hours.
- Weekly cleaning and disinfecting of the premises must be conducted in compliance with [CDC protocols](#). In lieu of performing the CDC cleaning and disinfecting, the business may shut down for a period of at least 72 consecutive hours per week to allow for natural deactivation of the virus, followed by site personnel performing a comprehensive disinfection of all common surfaces.

ALL EMPLOYEES AND STAFF

- Barber/Stylist/Technician must wear cloth mask before, during, and after service delivery.
 - Cloth masks must be laundered regularly.
- All employees/contractors must wash their hands frequently and thoroughly, including before and after each client, using an adequate supply of hot water with soap.
- Barber/Stylist/Technician stations must be greater than six feet apart to ensure minimum physical distancing is maintained.
- Do not allow products or implements to be shared between stations, without thorough sanitizing.
- Sanitize all equipment, chairs, and tables used by an employee between clients.
 - Workstations, chairs, tools, shampoo bowls, and anything within six feet of seat must be cleaned and disinfected after each patron.
 - Visibly dirty surfaces must be cleaned immediately.
 - All tools must be kept in closed containers and labeled properly.
 - Items such as barber capes if not disposable must be laundered or disinfected between each use.
 - Aprons must be worn by practitioners and changed between each customer.
 - Aprons – if not disposable – must be laundered or disinfected before being re-used.
- Licensees of the Board of Barbers and Hairdressers are required to follow all safety and sanitation statutes and regulations. Follow guidance for every day and COVID-19 compliance:
 - State of Alaska: [Board of Barbers and Hairdressers website](#)
 - State of Alaska: [Statutes and Regulations for Barbers and Hairdressers](#)
 - State of Alaska: [Hair and Body Art Schools and Shops](#)

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- The shop owner is responsible for supplying personal protective equipment and sanitation supplies to its employees, including cloth face coverings and disposable gloves.
- Contractors, such as booth renters, are responsible for providing their own equipment and for maintaining all shop safety and sanitation requirements during the hours they are working.
 - It is highly recommended that shop owners and independent contractors leasing space in the shop enter into a written agreement regarding PPE and sanitation supplies. The shop owner should ensure that this agreement is posted in the shop's COVID-19 Mitigation Plan.
- If a provider cannot obtain supplies necessary to reopen under normal conditions plus the provisions of this Attachment, a delayed opening is required.
- Provide training for employees on COVID-19 and the COVID-19 Mitigation Plan for the business.
- Conduct pre-shift screening and maintain staff screening log.
 - Employer is to maintain staff screening log for 30 days.
 - No employee displaying [symptoms of COVID-19](#) will be permitted to be in the facility.
 - An employee who becomes sick while at work should be immediately sent home.
 - No person may work within 72 hours of exhibiting fever.
- Symptomatic or ill employees may not report to work.
- Employer must establish a plan for an Occurrence of COVID-19 in the workplace and include it in the COVID-19 Mitigation Plan. CDC guidance [here](#).

IN THE EVENT OF OCCURRENCE

- When an active employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting must be performed as soon after the confirmation of a positive test as practical. In lieu of performing CDC cleaning and disinfecting, businesses may shut down for a period of at least 72 consecutive hours to allow for natural deactivation of the virus, followed by site personnel performing a comprehensive disinfection of all common surfaces.
 - CDC protocols for Cleaning and Disinfection can be found [here](#) and [here](#).

QUESTIONS?

Email us with questions at: COVID-19-business@anchorageak.gov